



COLORADO
Department of
Regulatory Agencies
Public Utilities Commission

Colorado Public Utilities Commission
1560 Broadway, Suite 250
Denver, CO 80202

Jeff Ackermann, Chairman
Frances Koncilja, Commissioner
Wendy Moser, Commissioner
Doug Dean, Director

Joe Neguse, Executive Director
John W. Hickenlooper, Governor

June 23rd, 2017

Marlene H. Dortch
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20554

RE: CG Docket # 03-123

Colorado TRS and CapTel Services for individuals with hearing or speech loss: Consumer Complaint Log
Summaries from July 1, 2016 to May 31, 2017 pursuant to 47 C.F.R. 64.604(c)(1)(ii).

Dear Ms. Dortch,

Please find the Telecommunication Relay Service Annual Consumer Complaint Log Summaries from the State of Colorado. The attached memorandum also details the supplemental information not provided by Colorado's TRS provider that the State wishes to include in the annual log summaries.

If I can be of further assistance, you can reach me via the contact information below. Thank you.

Sincerely,

Holly Bise
State Relay Administrator
Colorado Public Utilities Commission
holly.bise@state.co.us
303-894-2024





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MEMORANDUM

TO: Marlene Dortch, Commission Secretary
FROM: Holly Bise, State Relay Administrator
DATE: June 23, 2017
RE: Supplemental Complaint Logs re: CG Docket No. 03-123

The Colorado State Relay Administrator understands as a telecommunication relay service program Colorado is required to collect, maintain, and submit, to the Federal Communications Commission, annual consumer complaint logs that allege violations of the federal TRS mandatory minimum standards.

Via the State's current TRS provider we have compiled logs deemed as minimum standard complaints. In an effort to remain transparent with Colorado consumers, we are including supplemental information that includes a log of complaints, received by the Colorado Public Utilities Commission that may not be categorized as a violation of TRS mandatory minimum standards.

The following information includes complaints that may not be deemed as a TRS mandatory minimum standards pursuant to 47 C.F.R. 64.104(c)(1)(i).





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Complaints Received at the Colorado Public Utilities Commission

November 2016

A customer filed an online complaint stating that Relay Colorado CA's would not save the text of their calls to use for a script on consecutive calls while making cold calls for a voting campaign

Category: Other

Escalation: Received by the Colorado Public Utilities Commission Consumer Affairs

Resolution: The customer was advised that the FCC's mandatory minimum standards for telecommunication relay service, 47 CFR 64.604 prohibited CA's from retaining any portion of the call; the consumer was advised to use IP Relay services where their script could be copied and pasted by the consumer; the state relay administrator met with the consumer to walk them through the IP Relay process of copying and pasting their script

Contact Closed: 2017, January 26





June 9, 2017

Holly Bise
State Relay Administrator
Colorado Public Utilities Commission
1560 Broadway, Suite 250
Denver, CO 80202

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Bise,

Sprint has provided you the following information to support your filing with the FCC for the State of Colorado:

- An annual Complaint Log which includes complaints received between June 1, 2016 and May 31, 2017 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.



- Paper Filers: Parties who choose to file by paper must file an original and one copy of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

This is due to the FCC on or before Monday, July 3, 2017.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that they must submit to the Commission the name of a contact person or office, or both, for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include, at a minimum, the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, fax number, e-mail address, and web address for that office; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in blue ink that reads "Kris Shipley".

Kris Shipley
Customer Relationship Manager III
Relay Colorado

Attachments:

- 1) Log Sheets



Sprint
Accessibility

Colorado FCC Complaint Log

2016 - 2017

Complaint Tracking for Colorado (06/01/2016-05/31/2017). Total Customer Contacts: 7

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/26/16	Customer reported having inaccurate captions on the CapTel 840.	06/28/16	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Communication Assistant supervisor increased monitoring frequency for the Communication Assistant to ensure consistent quality performance.
2	07/05/16	Customer's son reported that the captions on the CapTel 800 are not always correct.	08/06/16	Customer Service Representative apologized for the incident and thanked the customer's son for providing this feedback. Customer's son did not have specific call detail to share. Customer Service Representative suggested that the customer document the date time and Communication Assistant's # of any future calls to allow us to take specific action to further coach the Communication Assistant captioning the call. Customer Service Representative later sent a letter offering follow up provided further details.
3	07/28/16	Customer states that this Communication Assistant was rude and hung up on her. She sent in a record of the call and wanted to file a formal complaint. Relay Customer Service's response: Apologized for the problem that was incurred and assured that the complaint would be sent in as stated. No call back was requested.	07/28/16	Supervisor coached the Communication Assistant on the importance of transparency and professionalism. Also advised the Communication Assistant of the consequences of disconnecting calls. Appropriate action will be taken.
4	08/01/16	Customer stated that the Communication Assistant was using vulgar language about him or toward him when the Communication Assistant thought he was disconnected. Upon requesting further explanation on this situation, customer would not elaborate. Assistant Supervisor apologized for the inconvenience. Customer did not request for a follow up.	08/01/16	The Supervisor met with the Communication Assistant and although the Communication Assistant had no recollection of the call, the Communication Assistant was coached appropriately. No follow up requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	05/10/17	Customer complained that she had received a call and when the Communication Assistant connected the phone line kept cutting out. When she tried to verify if the call was a video or TTY relay call, the Communication Assistant continued to interrupt her. Then during the conversation, the Communication Assistant's tone was condescending and attitude was flippant. Customer service apologized for the issue. Customer did not request follow up.	05/10/17	The Communication Assistant was coached by the quality supervisor over remaining patient and using a pleasant voice tone.
6	05/12/17	The caller reported that during her relay call with a patient, the Communication Assistant was "very rude and full of attitude". The caller asked the Communication Assistant to stop saying "Go Ahead" because that was not necessary since she was familiar with the service, but the Communication Assistant refused. When she asked for the number to CO Relay Customer Service, she would only give the number "711", so the customer looked up the number herself to call. When she asked to speak to a supervisor, the Communication Assistant told her the supervisor refused to take her call. Customer Service response: Apologized and thanked her for letting us know, told her report to be sent to call center supervisor. Follow up requested.	05/22/17	The Communication Assistant was coached by a supervisor about detaching their selves from calls in order to remain friendly and professional. The Communication Assistant was also coached on calling for supervisor assistance when requested. A follow up email was sent 5/22/2017.
7	05/22/17	Customer reported an inability to make long distance captioned calls in 1-Line mode.	06/07/17	Customer Service Representative determined that the customer was able to make local captioned calls successfully only and that long distance were failing. Customer Service Representative escalated the information to a telecom technical expert who made an adjustment that allowed the long distance calls to process through the carrier successfully. Customer Service Representative confirmed the customer can complete long distance captioned calls successfully from their CapTel 200.